

VACANCY NOTICE

FOR OPPORTUNITIES IN RHODE ISLAND STATE GOVERNMENT

CS-376

REV(11/01)

Description of Position	<p>TITLE OF POSITION: <u>Default Prevention Collection Agent I</u> CLASSIFICATION CODE: <u>02432300</u></p> <p>SALARY RANGE: <u>316 \$35121-38277</u> REFERENCE POSITION NO.: <u>9430-10100-137</u></p> <p>Department or Agency Name <u>RIHEAA</u> APPLICATION PERIOD: <u>1-10-13 thru 1-17-13</u></p> <p>Division/Section/Unit <u>Account Resolution</u> 3 day grace - 1-22-13</p> <p>Assignment(s) / Comments _____</p> <p>Shift and Days: <u>Mon-Fri 8:30-4:00</u> Job Location: <u>560 Jefferson Blvd., Warwick RI 02886</u></p> <p>Restrictions/Limitations: <u>previous applicants need not apply</u></p> <p>Position Covered By Collective Bargaining Union Agreement Yes <u>X</u> No _____</p> <p>Name of Bargaining Unit Union: <u>Council 94 Local 2884</u></p> <p>There is* <u>_____</u> is not <u>X</u> a Civil Service List for this position See A/B or Both for Specific Instructions</p> <p>* NOTE: If there is a list, only laterals (employees with the same title) or individuals certified by OPA may be appointed to this position</p>
General Information to Candidate	<p>INSTRUCTIONS:</p> <p>A. STATE EMPLOYEE LATERAL BIDDER: Bids are now being accepted for the position. If you are currently in this classification and wish to bid, please complete fully the CS-14 Application Form; and RIEEO 378 Affirmative Action Card. Remember to include, either <u>on the application</u> or <u>within a cover letter</u>, both the File Position Title and Number.</p> <p>Most Important - Please include the following information:</p> <ul style="list-style-type: none"> • The title of the position for which you are applying _____ Name of department where you are currently employed _____ • Title of your present position and date you entered it _____ • Your business telephone number _____ • Date you entered State service _____ • Present Union Affiliations _____ <p>*** In certain agencies, bargaining union applicants will receive preferential consideration according to contract.</p> <p>B. NON INCUMBENT/NON STATE EMPLOYEE APPLICANT:</p> <p>If indicated above that <u>no civil service</u> list exists for this position, you need not be in the class of position, or be in State service to apply. All information requested on the application form must be furnished. The information you give will be used by the agency Personnel Office to determine your qualifications. If an item does not apply to you, or if there is no information to be given, write in the letters "N.A." for Not Applicable. If you fail to answer all the questions on the application form, you may delay consideration of your application.</p> <p>C. AMERICANS WITH DISABILITIES ACT (ADA) PROVISIONS</p> <ul style="list-style-type: none"> • Reasonable Accommodations <p>If an applicant is unable to perform any essential job functions because of his/her disability but can achieve the required results by means of a REASONABLE ACCOMMODATION, then the individual shall not be considered unqualified for therefore the position.</p> <ul style="list-style-type: none"> • Medical Information: <p>Any medical exams required for this position will be performed after a conditional offer of employment has been made in accordance with the Rules/Regulations of the Americans with Disabilities Act (ADA).</p>
Statement of Duties	<p>DUTIES / RESPONSIBILITIES:</p> <p>Applicant must possess the ability to negotiate repayment options with borrowers and to assist in student loan default prevention/collection activities. Applicant must also possess a familiarity with the Federal Family Education Loan Program with an emphasis on deferments, forbearances and rehabilitations. This position will perform a variety of technical and clerical functions in support of programs within the Account Resolution Division. Responsible for processing default claims, maintenance and updating student loan databases, providing information and counsel to applicant, students, parents, schools and lender/servicers of loan eligibility criteria and changing guidelines. Pulling and filing of promissory notes, etc. All other related duties as assigned.</p>
Minimum Education & Experience	<p>EDUCATION / EXPERIENCE / SPECIAL REQUIREMENTS:</p> <p>Must have a high school diploma and experience in student loan counseling, strong customer service skills and a working knowledge of state and federal financial aid programs. Must demonstrate excellent communication and listening skills, proven ability to retrieve, analyze and interpret data from a variety of databases. Applicant must have the ability to troubleshoot difficult or complex cases requiring research of client records. Have knowledge of the National Student Loan Database and the understanding of the program, the National Clearing House and federal loan regulations. Bilingual useful.</p>
Where to Apply	<p>Apply within the application period as shown on this announcement. NOTE: Some State union contracts allow a 3 day grace period for receipt of CS-14 application or bid. This Office does not assume responsibility for applications sent through the mail. SEND RESUME or CS-14 Application to:</p> <p>Linda Makhlof Director of Human Resources RIHEAA 560 Jefferson Blvd Warwick, RI 02886</p> <p>Telephone #: <u>401-732-1152</u> Fax #: <u>401-732-3541</u> TTY/TDD #: _____ (Telecommunication Device for the Deaf)</p> <p>EMAIL APPLICATIONS NOT ACCEPTED</p> 

STATE OF RHODE ISLAND IS AN EQUAL OPPORTUNITY/DIVERSITY EMPLOYER